



## JOB DESCRIPTION

**Title: Program Manager**

**Hours of Work:** Monday to Friday 8:30am to 4:30pm, 37.5 hours per week

**Probationary period: 4 months**

### **Society Profile:**

Seniors Services Society of BC is a non-profit agency located in New Westminister, BC which provides support services for seniors in New Westminister to live independently, as well as housing information across BC and outreach services for seniors in the Metro Vancouver Region.

### **Purpose:**

The **Programs Manager** is an evolving position resulting from a review of services delivery within Seniors Services Society of BC to support the agency's new strategic direction. Reporting to the Chief Executive Officer, the **Program Manager** is responsible for providing overall guidance and management to the assigned programs to achieve agreed upon action plans and long-term strategic objectives.

### **Key Responsibilities:**

#### Administrative:

- Assists to hire orient, train, and supervise program staff, and ensures a supportive and collaborative teamwork environment,
- Along with the Administrative Manager and SHINE Provincial Manager conducts regular performance reviews and ensures job manuals are up to date.
- In conjunction with the CEO and the Administrative Manager, ensure all human resource administration, policies and procedures are in place, and consistently adhered to.

#### Program:

- Responsible for Overseeing the Support Services and Outreach Teams.
- Develops, coordinates, and maintains all programs including implementation plans and day to day operations within the areas of responsibility.
- Assist with grant writing and outcome reports on behalf of the Society.
- Manages all client relations, ensuring clients receive services in a fair and consistent manner and that client files are accurate and current.

- Represent the Society at various committees across the Greater Vancouver Region and act as ambassador and expert on seniors' issues, and
- Ensure the client database is maintained and report statistics for the programs, as necessary.
- Cross train with all Program Team Leads to assist when needed.
- Cross train with SHINE and Administrative Manager to assist when needed.
- Effectively communicate with the community members to promote the programming and services of the society.
- Regularly evaluate programs by soliciting feedback from the clients, staff members of the housing provider and external service providers.
- Oversee programs related billing in conjunction with the Financial Administrator of SSSBC.
- Other duties as required.

**Qualifications:**

- Experience in developing and delivering on budgets with the minimum of 3 years' experience in program management as well as 3 years' experience leading and managing staff, preferably with a non-profit organization or an equivalent combination of education and experience,
- Experience with working with clients who have multiple barriers and require supports (health mental health, behavioural, cognitive decline)
- Exemplary leadership traits and skills; ability to inspire, motivate, guide and support staff,
- Knowledge of the legal frameworks and best practices related to non-profit management,
- Knowledge of programs and services available to seniors at the local, provincial, and federal levels,
- Public Speaking/Community Engagement Skills
- Superior organizational skills with the ability to multi-task, prioritize workloads, and meet deadlines,
- Excellent interpersonal and communication (verbal and written) skills,
- Advanced computer skills with Microsoft Office (Word, Excel, PowerPoint, and Outlook), and
- Must be able to work both independently and as a member of a team.

**Job Details:**

This is a full time regular position - 37.5 hours per week, Monday to Friday, 8:30am - 4:30pm, some evenings and weekends as needed.

**Compensation:**

Salary will depend on the applicant's qualifications, experiences, and skillset.

- Range of pay: \$58,500 to \$64,350 annually based on experiences and skillsets.

- Paid time off between Christmas and New Year, Day off on birthdays, contribution towards training/wellness.

**How to Apply:**

Please submit your resume and cover letter via e-mail or fax only. **NO PHONE CALLS PLEASE.**

**We thank for all applicants; however, only qualified candidates will be contacted. OPEN UNTIL FILLED.**

**Contact:**

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